

Support Specialist

Are you ready for a fulfilling position with a rapidly growing, dynamic business centered on consumer advocacy? Timeshare Termination Team, Denver's only timeshare cancellation company, is looking for an experienced sales professional who is a self-motivated, results-driven individual to join our team.

Our new **Support Specialist** will assist the sales team in setting up consultations and follow-up appointments with prospective clients. He or she will answer incoming leads, phone inquiries and perform client follow-up in a friendly and helpful manner.

The ideal candidate will have a knack for nurturing relationships and building trust and rapport with a variety of individuals. They must have a pleasant and courteous personality, strong administrative and organizational skills, strong phone and computer skills and excellent communication and interpersonal skills. They are a team player who will take initiative and thrives in a fast-paced, energetic environment.

This position requires high attention to detail, accuracy and efficiency, as well as an ethical disposition due to the sensitivity of information handled.

Responsibilities:

- Answer incoming phone calls
- Schedule consultations
- Create client contact records
- Send confirmation emails and SMS messages
- Set and adjust calendar dates for consultations and meetings
- Field questions and responses, regarding company overview, processes and overall objections from potential clients
- Assist with day-to-day operations
- Provide observations and input to help overall operations and processes
- Maintain a clean workspace for clients and visitors
- Come prepared, dressed in business attire and with a positive attitude

Preferred Experience: Previous experience in a similar position (administrative, clerical, call center, customer service). Post-secondary education or training is preferred but not required.

Preferred Skills: Microsoft Office, Google One Drive, data entry and CRM proficiency (bonus for Infusionsoft proficiency). Basic office equipment knowledge (computer, copier, fax, multi-line phone system).

Qualifications:

- Able to stay calm under pressure
- Excellent phone and in-person communication skills
- Self-motivated and takes initiative to find solutions
- Trustworthy to maintain high level of confidentiality
- Able to adapt quickly to new environments and processes



POSITION OPENING

Benefits: Our team is focused on excellence and consumer advocacy. The environment is upbeat, positive and team-focused. Everyone who demonstrates our values and delivers on their responsibilities thrives and is well-compensated. We provide opportunity for professional and personal growth, as well as flexibility for personal and family priorities.

About Us: Timeshare Termination Team is the only Denver-based timeshare cancellation company that helps owners legally and permanently get rid of their contracts and maintenance fees. Our process is simple and 100% guaranteed. Clients work with a team of advisors and attorneys who specialize in this service. We are in an amazing period of growth as a new business because we stand out as consumer advocates. We understand the uncomfortable and frustrating position our clients are in and we provide a safe and systematic process to solve their problem.

Timeshare Termination Team provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law.